Meet the State of Connecticut
Chief Information Officer

Thank you for your interest in joining the State of Connecticut Department of Information Technology (DOIT) team!

As the state's lead agency for technology services, DOIT supports the business requirements of more than 60 client agencies throughout the executive branch of state government. We are focusing on the strategic alignment of people, processes and technology to create a climate of continuous improvement and advancement. Our top priority is customer service - to our client agencies and to the public they serve.

We hope this informational packet provides you with a good introduction to our agency, our team, and to the exciting developments under way. You can also visit us on the web at www.ct.gov/doit for more information and the latest happenings at our agency.

Sincerely,

Diane S. Wallace
Chief Information Officer

Some of our Guiding Principles...

- **We value integrity,** because integrity and trust are the foundations of our relationships

- **We value collaboration** and we accept accountability

- **We honor teamwork without boundaries and levels**

- **We honor our commitments**

- **We take responsibility** to ensure that an issue is resolved and the resolution is properly communicated

- **We value a learning environment** where people want to come to work

Mission Statement

The mission of the Department of Information Technology is to provide quality information technology (IT) services and solutions to customers, effectively aligning business and technology objectives through collaboration, in order to provide the most cost-effective solutions that facilitate and improve the conduct of business for our state residents, businesses, visitors and government entities.

Some History about DOIT

DOIT was created in 1997 to make the State of Connecticut a leader in the effective use of technology to improve government operations and provide better services to taxpayers. The Department of Information Technology is working to put technology to its highest and best use throughout state government to improve the administration of state programs and services.

Organizational Structure

DOIT consists of eight divisions, including the Office of the Chief Information Officer, Executive Assistant, Communications, Administration, Affirmative Action Officer, Business Development Teams, IT Security Division, Project Management Office, Operations, Network and Distributed Systems, and Architecture and Standards, and GIS.

DOIT Organization

Office of the Chief Information Officer

The Office of the Chief Information Officer sets executive policy and direction, manages internal and external communications, legislative affairs, policy and regulation development. The office also handles Freedom of Information compliance and facilities management.

Executive Assistant

This office is responsible for human resources, policy and regulation, legislative support, facilities management, department oversight, and employee development training.

Communications

The Communications Office is responsible for press and internal communications, freedom of information requests, and management reporting.

Administration

The Administration Division is responsible for financial services, legal affairs, contract management, procurement, products and services, state auditor liaison's functions, grants and funding strategies.

Affirmative Action Officer

DOIT's Affirmative Action Officer (AAO) is responsible for adherence to the state's affirmative action reporting and other requirements.

Business Development Teams

The Business Development Teams are responsible for working in partnership with client agencies to augment the wealth of IT talent within them and assist with application development efforts. Business Development Teams include DOIT IT managers assigned to state agencies to manage IT staff, instill best practices for technology development, and ensure DOIT's technology strategy is aligned with business objectives.

Major project initiatives, such as the Connecticut Education Network (CEN) and the Criminal Justice Information System (CJIS) are managed within these teams. A centralized team with expertise in website development and portal management also resides within this group.

IT Security

IT Security is responsible for developing and executing DOIT information security projects and policy. This includes Disaster Recovery and Business Continuity Planning, beginning with DOIT and eventually to client agencies. The Division manages security incident responses, investigations, awareness and training in all aspects of information security.

Project Management Office

The Project Management Office is responsible for strategic planning, portfolio management, work intake, resource allocation, project management, process design, service level management and technology training.

Operations

The Operations Division is responsible for maintaining the IT support infrastructure, including the Data Center, Mainframe support, and Unix and Intel server support. It is also responsible for storage management and provides database support.

Network and Distributed Systems

The Network and Distributed Services Team is responsible for networking and desktop support, including e-mail and messaging services. In addition, the division managed local, wide and metropolitan area network (LAN, WAN and MAN) support, the DOIT HELP Desk and our state telephone operators. The team is responsible for telecommunication services that include system design, facilitation, planning and implementation.

Architecture and Standards

The Architecture and Standards Team works closely with client agencies to identify standards that achieve a more cost-effective and updated technology portfolio in the State of Connecticut. The Architecture Team also includes a new Vendor Management function, to centrally manage interactions with technology vendors.

Geospatial Information Systems (GIS)

Geographic Information Systems (GIS) are information systems that are used to create, manage and analyze spatial information and maps. Nationally, GIS are widely implemented throughout federal, state and local governmental agencies and Connecticut has been effectively deploying GIS technology since the mid-1980's. The system GIS must guide and assist state and local officials involved in homeland security and emergency management activities; transportation; economic development; land use planning; environmental, cultural, and natural resource management; public service delivery; and other areas as necessary.

Achievements and Advancements
Executive Summary
2005-2006

- DOIT was created make the State of Connecticut a leader in the effective use of information technology, build the statewide information infrastructure for state agencies and citizens, and direct the development of IT systems to meet the common business and technology needs of multiple state agencies.

- Over the past year, DOIT's customer base and service volume has grown as the agency continues, within existing resources, to improve customer service and the state's information technology infrastructure.

- Customer base expansions include a 93 percent increase in enterprise e-mail customers, a 21 percent increase in Desktop Services customers, and a fifteen percent increase in Anti-Virus Service customers. Agencies joining are now able to redeploy resources to support their more critical agency needs.

- Forty-one new facilities were added to the state network, a 16 percent expansion, and 14 new agency sites joined the state internet portal system, an increase of 23 percent. In addition, the amount of agencies using DOIT online training system more than tripled, from 5 to19, and employees using the system increased by more than 7,900, a 264 percent increase.

- New services offered include a new internet filtering solution, used by 39 agencies, and a new secure file transport service used by 12 agencies.

- Service volumes continue to rise, with spam blocks increasing 56 percent, e-mail blocks increasing 60 percent, complex procurements increasing 25 percent and a telecommunication service requests increasing ten percent. In 13 additional service areas, 9,000 additional work requests were received in the first six months of 2006 alone.

- DOIT's infrastructure continues to expand to accommodate growing customer demand, including a 16 percent expansion in the statewide network and a 38.2 percent increase in data center storage.

- Over the past fiscal year, more than $5 million has been saved by decreasing the amount and cost of consultants. By October 2005, an estimated $7.9 million in savings had been achieved through contract savings, billing audits, and telecommunication and network optimization projects. Overall cellular phone costs dropped by more than $760,000 in FY 2006 – a 23 percent reduction.

State of Connecticut

State of Connecticut
Information Technology Positions

Why consider the State of CT?

For stability, a positive work environment, and opportunities for career advancement within CT state government! You won't face the threat of mergers or acquisitions or the "off shoring" of IT jobs. Are you tired of contract positions with different employers? We offer a thirty-five hour workweek, flexible work schedules and interesting work conducted in a supportive team environment.

Our excellent benefit package includes a retirement plan, deferred compensation plan, personal days, generous vacation, choices of medical and dental plans, life insurance and long and short-term disability.

    We are currently accepting applications for:
    Systems Developer 1, 2, 3 & 4
    DP Technical Specialist 1 & 2
    DP Technical Analyst 1, 2, 3 & 4
    Information Technology Manager 1,2,3,4

If you would like to be considered for one of these positions, we invite you to share your educational background and work experiences with us. For more information go to www.das.state.ct.us and select State Employment for exam announcements and application forms. Written tests are not required - simply complete an application form for each job title you are interested in.

You can also visit our website at www.ct.gov/doit/site/default.asp for current job opportunities.